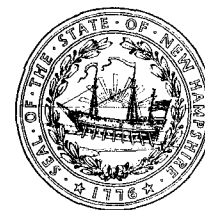




The State of New Hampshire
Department of Environmental Services



Michael P. Nolin
Commissioner

Mr. Larry Steves
Storybook Resort Inn
PO Box 129
Glen, New Hampshire 03838

LETTER OF DEFICIENCY
WMB PBF 04-22
August 26, 2004

Dear Mr. Steves:

The Department of Environmental Services, Water Division ("DES") is required by RSA 485-A:26 to operate a program to ensure the health and safety of the public when using public bathing facilities such as pools and spas. To implement this program, DES has adopted administrative rules Env-Ws 1101-1105 to specify the design, operation, and maintenance requirements for public bathing facilities. DES reviews applications for new public bathing facilities and also inspects and tests the water in existing public bathing facilities to ensure that applicable requirements are being met.

On August 18, 2004, DES inspected the following public bathing facilities at The Storybook Resort Inn in Bartlett, NH: (a) the outdoor pool, ("Outdoor Pool"); (b) the outdoor spa ("Outdoor Spa"); and (c) the Wading Pool ("Wading Pool").

During this inspection, the following deficiencies were noted:

1. A recommendation to close the Outdoor Spa and Wading Pool was issued on August 18, 2004. The inspection on August 18, 2004 revealed that the Outdoor Spa and Wading Pool were in violation of Env-Ws 1103.14 and unsafe for public use. The following bacterial violations were observed in the Outdoor Spa and Wading Pool water:
 - a. Pursuant to Env-Ws 1103.14(a)(1) the maximum allowable concentration of total coliform bacteria and *Escherichia coli* in public bathing facility water is zero counts per one hundred milliliters (0CTS/100mL). The Wading Pool water contained 8 CTS/100mL of total coliform bacteria.
 - b. The maximum allowable concentration of non-coliform bacteria in public bathing facility water is two hundred counts per one hundred milliliters (200 CTS/100mL). Both the Outdoor Spa and Wading Pool water contained greater than 200 CTS/100mL.
2. Env-Ws 1103.15(c) requires a free residual chlorine concentration between 1.0 mg/L and 3.0 mg/L in public pool water. The free chlorine residual of the Outdoor Spa and Wading Pool water was less than 0.1 mg/L on August 18, 2004.
3. Env-Ws 1103.15(d) requires a pH between 7.0 and 7.8 in public pool water. The pH of the Outdoor Spa water was 8.4 and the pH of the Wading Pool was 8.0 on August 18, 2004.
4. Pursuant to Env-Ws 1103.16(h), spa water temperature shall not exceed 104°F. The temperature of the Outdoor Spa water was 106°F on August 18, 2004.
5. Env-Ws 1104.01 requires the operator to test public bathing facility water for disinfectant residual, pH, and temperature prior to use of a public bathing facility and every 4 hours during operation, to record test results on a dated daily log sheet, and to maintain operational records for the previous twelve months and make these records available to DES and patrons of the public bathing facility upon request. No written records were inconsistent and unacceptable at the time of the inspection relative to the required testing of the Outdoor Pool, Outdoor Spa, and Wading Pool water.
6. Pursuant to Env-Ws 1104.03(d)(7), a clock shall be visible from all public spas. A clock was not visible from the Outdoor Spa at the time of the inspection.

7. Pursuant to Env-Ws 1104.03(c), signs shall provide the location of the nearest telephone. The location of the nearest telephone was not posted at the Outdoor Pool, Outdoor Spa, or Wading Pool at the time of the inspection.
8. Env-Ws 1105.01(k)(19) requires pool filtration systems to include a flow meter. The filtration system for the Outdoor Pool and Wading Pool did not include a working flow meter.
9. Env-Ws 1105.03(d)(2) requires spa filtration systems to include a flow meter. The filtration system for the Outdoor Spa did not include a working flow meter.

DES believes the cited deficiencies can be corrected prior to summer season 2005. A report outlining how compliance will be achieved with the cited deficiencies should be submitted to DES within 30 calendar days from receipt of this letter. The report should include the following:

1. A copy of two weeks of water quality test results for all facilities (please do not send originals).
2. A timetable of when:
 - a. a clock will be installed in the spa area
 - b. the sign locating the nearest emergency telephone will be posted; and
 - c. the flow meters will be cleaned.

DES personnel will conduct another inspection at a later date to determine whether you have come into, and are maintaining, full compliance with RSA 485-A:26 and Env-Ws 1101-1105. After a violation of Env-Ws 1103.14, the facility will be required to pass two inspections in the following months. In the event that compliance is not achieved, DES may take further action, including seeking an administrative fine up to \$2,000 for each offense or referring the case to the NH Attorney General's Office for judicial action.

We appreciate your cooperation in this matter. Please contact Carrie Boudreau at (603) 271-7108 if you have any questions regarding this letter. Copies of Env-Ws 1101-1105 are available through the DES Public Information Center at (603) 271-2975 or via the Internet at <http://www.des.state.nh.us/pools/env1100.pdf>.

Sincerely,



Jody Connor
Limnology Center Director

Certified Mail # 7000 1670 0000 0587 7736

cc: ✓ Gretchen R. Hamel, Legal Unit Administrator, DES
Carrie Boudreau, Public Bathing Facility Inspector, DES
Gene Chandler, Health Officer, Town of Bartlett